

**To:** All IPAs, Hospitals, PCPs, Specialists, Ancillary, BH and BHT Providers  
**From:** IEHP Compliance  
**Date:** October 9, 2024  
**Subject:** **Interim Changes – Provider Policy and Procedure Manuals for IEHP Medi-Cal**

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Inland Empire Health Plan (IEHP) has made the following interim changes to the Provider Policy and Procedure Manuals for IEHP Medi-Cal.

It is important that you and your staff familiarize yourselves with these interim changes as updates may impact current business processes and reporting requirements. Current policies and procedures are posted here:

Provider Website at [www.providerservices.iehp.org/](http://www.providerservices.iehp.org/) > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

If you have any questions regarding the enclosed, please contact our Provider Call Center at (909) 890-2054 or (866) 223-4347.

Sincerely,



Lourdes Nery, MPA, CHC  
Vice President, Compliance  
IEHP Compliance Officer

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
Medi-Cal	07A	<b>Provider and IPA Medical Record Requirements</b>	Specified electronic medical record requirements pursuant to AB 352, which safeguards Members and their medical information against legal action for seeking or obtaining abortion or abortion-related services.	<b>SUBSTANTIAL</b>	<b>7/1/2024</b>
Medi-Cal	07B	<b>Information Disclosure and Confidentiality of Medical Records</b>	Informed Delegates and Providers of their responsibilities pursuant to AB 352, which safeguards a Member and their medical information against legal action for seeking or obtaining abortion.	<b>SUBSTANTIAL</b>	<b>7/1/2024</b>
Medi-Cal	14F1	<b>Long Term Care - Custodial Level and ICF DD</b>	Clarified timeframe for review of clinical documentation and auth determination	<b>MODERATE</b>	<b>8/1/2024</b>
Medi-Cal	14F2	<b>Long Term Care - Skilled Level</b>	Clarified timeframe for review of clinical documentation and auth determination	<b>MODERATE</b>	<b>8/1/2024</b>
Medi-Cal	14G	<b>Acute Inpatient Admission and Concurrent Review</b>	Clarified timeframes for auth and retrospective review	<b>MODERATE</b>	<b>7/1/2024</b>
Medi-Cal	16B	<b>Member Appeal Resolution Process</b>	Updated IEHP's process for review of Independent Medical Review (IMR) decisions.	<b>MINOR</b>	<b>1/1/2024</b>
Medi-Cal	16D	<b>IPA, Hospital and Practitioner Grievance and Appeal Resolution Process</b>	Removed language referencing form "Provider Fair Hearing Process."	<b>MINOR</b>	<b>1/1/2024</b>

**For any questions, comments, and concerns** please contact Provider Call Center at (909) 890-2054 or (866) 223-4347.

**cc:**

IPA Medical Director  
 IPA Administrator  
 IPA Care Management Manager  
 IPA Utilization Management Manager

**\*Revision Status:**

**MINOR** = minor grammatical/punctuation corrections and wordsmithing

**MODERATE** = procedural and/or operational clarifications of existing processes

**SUBSTANTIAL** = notable content and process revisions that are expected to impact Providers operationally